



THE UNITED STATES
PATENT AND TRADEMARK OFFICE

PATENT APPLICATION

Case: **Bell-19 (00-VE22.39)**

Serial No.: **09/596,466**

Applicants: **Craig L. REDING, Suzi LEVAS**

Filed: **June 19, 2000**

Title: **METHODS AND APPARATUS FOR PROVIDING TELEPHONE
SUPPORT FOR INTERNET SALES**

TC/A.U.: **2642**

Examiner: **Hector A. Agdeppa**

Mail Stop: Appeal Brief - Patents
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

APPEAL BRIEF

Sir:

I. Introduction

This Appeal Brief is submitted following issuance of a final Office Action by the Examiner on February 4, 2004 (the "Final Office Action") and an Advisory Action on June 16, 2004 (the "Advisory Action").

II. Real Party In Interest

09/02/2004 HTECKLU1 00000043 072347 09596466
01 FC:1402 • 330.00 DA

The real party in interest is Bell Atlantic Network Services, Inc. currently doing business as Verizon Services Corp. The assignment of the above referenced patent application to Bell Atlantic Network Services, Inc. was recorded in the Patent Office on 6/19/2000 at Reel/Frame 010887/0730.

III. Related Appeals and Interferences

There are no related appeals or interferences.

IV. Status of Claims

Claims 23-29 have been previously canceled.

Claims 1-22 stand rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. Patent No. 5,884,032 to Bateman et al. in view of U.S. Patent No. 6,141,412 to Smith et al. The rejection of claims 1-22 is being appealed.

V. Status of Amendments

All amendments have been entered. No Amendment was filed subsequent to the final rejection made in the Final Office Action.

VI. Summary of the Invention

The present invention is directed to methods and apparatus which can be used to provide manned, e.g., live telephone based, customer support to customers, e.g., people using the Internet to purchase goods and/or services. (See page 5, lines 1-7)

In accordance with the present invention, a person viewing a Web Site, e.g., a customer, is presented with a button which provides the opportunity to talk to a customer service representative. Upon activating the button, e.g., by clicking on it, the customer's computer sends a call request message over the Internet indicating that the customer wants to talk with a service representative (See page 5, lines 9-16 and Fig. 5 and Page 8, lines 25 through Page 9, line 14). In one embodiment, this call request message may be sent to an intermediary telephone equipment site (not necessarily belonging to the provider of the Web page being viewed), such as a telephone switch, conference bridge, intelligent peripheral, or AIN circuitry, such as an ISCP (Integrated Services Control Point). The call request message may contain (among other things) the customer's telephone number and information from the Web page being viewed, such as a telephone number of a customer service representative to be contacted. (See page 8, line 25 to Page 9, line 5 and Fig. 6).

The telephone equipment site may then initiate a call to the customer at the number provided, and then call the service representative at the number provided, and finally bridge the two calls together. (See page 7, lines 7-21)

Since, in this embodiment, the customer's computer supplies both the customer telephone number and a telephone number corresponding to at least one customer service representative, there is no need for a business to provide a special server or other device to supply customer agent telephone number information directly to the telephone equipment used to initiate calls to the customer and representative, or for the customer to initiate a call to a customer agent. (See page 8, line 24 - page 9, line 14)

From an E-business perspective, this method has the advantage of an implementation where an E-business site need not directly interact with the telephone equipment site to initiate a call since all the information required to establish a telephone session between a customer and customer service representative is included

in the call initiation message sent by the customer's computer. (See page 8, lines 6-13.)

In the above manner, the methods and apparatus of the present invention can be used to facilitate E-business transactions, reduce or eliminate the need for E-businesses to make substantial investments in telephone equipment and, at the same time, provide a customer service representative greater opportunities to work from home. (See page 9, lines 23-29)

From the above discussion, and the cited portions of the specification (including col. 8, line 23- col. 9, line 9), it can be appreciated that the application fully supports and is directed to the subject matter recited in claim 1 which recites:

A method of providing customer service to a user of the Internet, the method comprising the steps of:

receiving a message, originating from a computer located at a user premise, over the Internet representing a request for a call from a customer service representative, **said message including a telephone number corresponding to said user and a telephone number corresponding to at least one customer service representative;** and

operating, in response to said received message, calling equipment to establish a call between said user and a customer service representative. (bold added for emphasis)

It can also be appreciated that the application fully supports dependent claim 3 which recites:

The method of claim 2, further comprising, prior to said step of receiving a message:

operating said computer located at a user premise **to obtain said telephone number corresponding to at least one customer service representative from a Web page.** (bold added for emphasis)

VII. Issues

The issue presented for review is:

1) whether the Examiner's rejections of pending claims 1, 2, 4, 5 and 8-22 under 35 U.S.C. 103(a) for obviousness is in error and should be overruled or withdrawn as argued by Applicants; and

2) whether the Examiner's rejections of pending claims 3, 6 and 7 under 35 U.S.C. 103(a) for obviousness is in error and should be overruled or withdrawn as argued by Applicants.

VIII. Grouping of Claims

Applicants propose the following grouping of claims for purposes of Appeal:

Claim Group I including claims 1, 2, 4, 5, and 8-22. Claim 1, which includes: "said message including a telephone number corresponding to said user and a telephone number corresponding to at least one customer service representative" is believed to be representative of the claims of Claim Group I.

Group II including claims 3, 6, and 7. Claim 3, which includes: "said telephone number corresponding to at least one customer service representative from a Web page" is believed to be representative of the claims of Claim Group II and patentably distinct from the claims of Group I.

IX. Argument

1. Reasons Claim 1 should be selected as Representative of Claim Group I and Claim 3 should be selected as Representative of Claim Group II

In Claim Group I, claims 1, 16, and 21 are method claims, and are the only independent claims of the patent. Claims 2, 4, 5, and 8-15 depend from claim 1. Claims 17-20 depend from claim 16. Claim 22 depends from claim 21.

Each of independent claims 1, 16 and 21 which correspond to claim Group I includes as a feature a step involving a message including a telephone number corresponding to a user and a telephone number corresponding to a customer service representative. Claim 1 is the first independent claim and is believed to fairly

represent the use of this common feature and therefore should be selected as representative of the claims of Group I. The prior art does not show the use of such a message in the manner claimed.

Independent claim 1 recites as an element:

receiving a message, originating from a computer located at a user premise, over the Internet representing a request for a call from a customer service representative, said message including *a telephone number corresponding to said user and a telephone number corresponding to at least one customer service representative...*

Independent claim 16 recites as an element:

generating a call request message, said call request message *including a first telephone number corresponding to said user and a second telephone number corresponding to at least one customer service representative...*

Independent claim 21 recites as an element:

Receiving from a computer system located at a customer premise, a message transmitted using TCP/IP including call set-up information, the set-up information *including a telephone number of a customer and a telephone number of a customer service representative...*

In Claim Group II, claim 3 depends from claim 2, which depends from claim 1, and claims 6 and 7 depend from claim 3. Therefore, the claims of Claim Group II contain the same relevant limitations as those of Claim Group I, with the additional limitation found in claim 3 which recites:

Operating said computer located at a user premise to *obtain said telephone number corresponding to at least one customer service representative from a Web page.*

As will be shown in the arguments below, the additional limitation of **obtaining the customer service representative telephone number from a Web page** is not present in the Group I claims and further distinguishes that claim over the cited art and is believed to render the claims of Group II patentable distinct from those of Group I. Claim 3 is believed to be representative of the claims of Group II

since it is the first claim in the group to recite the noted feature which further distinguishes the Group II claims.

2. The Rejection of Claims 1, 2, 4, 5, and 8-22 (Group I) under 35 U.S.C. 103(a) For Obviousness Should be Overruled and/or Withdrawn

Representative claim 1 recites:

A method of providing customer service to a user of the Internet, the method comprising the steps of:

receiving a message, **originating from a computer located at a user premise, over the Internet** representing a request for a call from a customer service representative, **said message including a telephone number corresponding to said user and a telephone number corresponding to at least one customer service representative;** and

operating, in response to said received message, calling equipment to establish a call between said user and a customer service representative.

A. The Bateman et al. reference does not disclose, teach, or suggest the limitations of claim 1

The Bateman et al. patent fails to teach, disclose or suggest a call initiation message from a customer's computer that includes both a customer telephone number and a telephone number corresponding to at least one customer service representative. In fact, in the various embodiments described in the Bateman et al. patent there is **NO** need for such a message including **both** telephone numbers since either a special server which can store customer service agent contact information is used, **avoiding** the need for the customer's equipment to generate a call initiation message **including the customer agent telephone number**, or the customer's device is used to dial a telephone number corresponding to a customer agent thereby **avoiding** the need for a message **including the customer's telephone number**.

The Bateman et al. patent describes a customer contact channel changer that enables the integration of different customer contact channels such as live call center

ACD agents and World Wide Web (WWW) servers. Various embodiments are described in the Bateman et al. patent. In one embodiment illustrated in Fig. 7 which uses the system shown in Fig. 6, a customer viewing product information can select a "make call" feature on the screen (see block 7-2). The "make call" selection by the customer initiates a series of steps to set up a call to either an ACD group or an individual which ultimately results in the customer being called and the customer's phone ringing as shown in box 7-3. (See col. 8, lines 46-61) Notably, this implementation **involves the use of server(s) 109 in the network as shown in Fig. 6 to initiate the call.** This is clear from a review of box 7-3 in Fig. 7 which states **"BEACON CTI SETS UP CALL TO SUBSCRIBER'S PHONE."** **The call to the ACD system in step 7-4 follows the triggering of the call to the subscriber by the Beacon CTI 109 which is used to control the telephone switch 116.** Thus, in the Fig. 6 and 7 embodiments, a special server (Beacon CTI) in the network is relied upon to control call initiation in response to the user selecting the "make call" feature. **There is no indication or suggestion of using a single call initiation message, from the customer's computer, including both a customer telephone number and a telephone number corresponding to at least one customer representative to initiate the call process in any portion of the discussion of the Fig. 6 and 7 embodiments.**

With regard to Fig. 9, the Bateman et al. patent describes a system where the customer's computer initiates a call to the ACD system using information obtained from a company's server. This approach, while avoiding the need for the business to support call initiation capability requires the customer's system to actually perform the dialing operation. **Since the customer's equipment in the Fig. 9 embodiment is responsible for dialing, there is clearly no need for a message including the customer's telephone number and a telephone number corresponding to at least one customer service representative.**

The Examiner states on page 2 of the Final Office Action: "The system further assigns an agent, if one is available, to answer the live help request." This

acknowledges that the system did not receive the agent's phone number via a message from the customer.

Later, the Examiner states on page 3 of the Final Office Action: "Therefore, it is inherent that both telephone numbers of the customer and the agent must be transmitted so a call may be bridged between the two parties." The question here, with regard to the claim, is where the numbers are **transmitted from (the user premise in claim 1)** and how they are then used. In the Bateman et al. patent, both numbers do not come from the customer, i.e., the user premise, as required in claim 1. On Col. 8, lines 42-62 of Bateman et al. (the portion cited by the Examiner), reference is made to box 7-3 of Fig. 7 **which indicates that BEACON CTI, which is a network server, sets up the call.** Therefore, there is no need for the customer's computer to supply the telephone number of the ACD system.

The Examiner states later on page 3 of the Final Office Action: "What Bateman et al. do not teach is including the telephone number of an agent."
Applicants are in complete agreement with the Examiner on this point.
Bateman et al. is devoid of any disclose or teaching of including a telephone number corresponding to at least one customer service representative in a message from a user premise, as is specified in claim 1.

In the Advisory Action issued following the Final Office Action, the Supervisory Examiner appears to refer to a different implementation in Bateman et al. from the one used in the Final Office Action to reject the claim where the Beacon CTI sets up the call. In the Advisory Action the Examiner states: "...**a customer's device is used to dial a telephone number** corresponding to a customer agent." (bold added) The Supervisory Examiner goes on to equate this telephone call initiation with a "message over the Internet," as specified in claim 1. Teaching dialing of a telephone number to establish a call expressly teaches away from using a message over the Internet as recited in claim 1. Furthermore, in this other

embodiment of Bateman et al. cited by the Examiner, there again would be no need to forward the customer's number over the Internet, **as the customer's device is initiating the telephone call.**

Later in that Advisory Action, the Supervisory Examiner states: "Clearly, the telephone number of the customer is passed along. This is because Bateman teaches that a customer may request a callback for a later time and the customer telephone number of course would be needed to make that later callback." In this case, while the customer's telephone number may be passed to the system, there is no need for the customer's computer to pass along the **customer agent's** telephone number.

The above two responses in the Advisory Action further highlight the critical flaw in the rejection discussed above. One embodiment of Bateman et al. discloses the system calling the customer, in which case there would be no need for the customer to send the telephone number of the agent to the system. In another embodiment, the customer initiates the call to the agent, in which case there would be no need to include the **customer's** number in a message to the system. In no case does Bateman et al. disclose, teach, or suggest, any situation wherein **both the customer's telephone number and the agent's telephone number** be sent in a message from the customer's device to the system over the Internet.

**B. The Smith et al. reference does not teach,
disclose or suggest the missing limitations of
Bateman et al.**

Teaching that people may want to talk to a preferred agent, which is what the Examiner cites the Smith et al. patent for, in no way makes up for the deficiency of the Bateman et al. patent. The Smith et al. patent fails to teach using a telephone number to identify a preferred agent. Therefore teaching that it is desirable to talk to a preferred agent in no way anticipates or renders obvious the pending claims or suggest a modification to the Bateman et al. patent which would result in the pending claims. The Smith et al. patent does not mention E-mail, the Internet, or messages

including the telephone number of a preferred agent. Accordingly, this reference when combined with Bateman et al. patent clearly fails to render obvious representative claim 1.

Accordingly, even if combined these references would not result in the claimed subject matter. For example, combining the references would not result in the use of **a message, e.g., and E-mail message, originating from a computer located at a user premise**, over the Internet representing a request for a call from a customer service representative, *said message including a telephone number corresponding to said user and a telephone number corresponding to at least one customer service representative.*

The Supervisory Examiner states in the Advisory Action: “Smith was used to address this latter interpretation of the claims, and used ONLY [*emphasis in original*] to teach that contacting a specific agent is old and well known.” The Examiner therefore admits that the Smith et al. reference does not supply the missing limitations of representative claim 1, but instead argues that it provides a **motivation** to modify Bateman et al. without teaching how to modify the reference. In effect, the Examiner is arguing that the Smith et al. patent would lead one to conclude that the system of Bateman et al. was less than ideal without providing any indication of how to modify Batemen et al. to arrive at the claimed invention.

Despite repeated requests for the Examiner to specifically explain what modifications to Bateman et al. the Examiner was contending were obvious and where the prior art taught, disclosed or suggested such modifications, the Examiner has failed to clearly identify which embodiment of Bateman et al. the Examiner contends is obvious to modify and what modification the Examiner contends would be made by one of ordinary skill in the art to arrive at the claimed invention let alone where such modifications were suggested in the prior art. Since the Examiner does not rely on or assert that the Smith et al. patent teaches any specific modifications to the Bateman et al. patent and relies on it merely to show that it is desirable to contact

a preferred agent, the reference clearly does not render obvious the claimed invention whether considered alone or in combination with the Bateman et al. patent.

Despite repeated requests by Applicants to the Examiner to either clarify where teachings to make modifications which would result in the claimed invention could be found in the references, or to supply an affidavit if the examiner was using personal knowledge, neither has been proffered by the Examiner. Therefore, it is at best difficult for Applicants to respond to any such “obvious” capability, instrumentality, and operational details, without knowing what they are and it was an error for the Examiner to reject the claims without providing such information.

Applicants respectfully submit that even if there were some indication of the use of an agent’s telephone number to contact an agent in a prior art reference, claim 1 does not merely recite the use of a telephone number to identify an agent.

The claim is directed to a novel combination of features which include incorporating both an agent telephone number and a customer number into a message which is communicated over the Internet. Showing the separate use of a telephone number to call a preferred agent, assuming the Examiner could have found a reference in support of this proposition, would in no way anticipate or render obvious this novel combination of features which deal with messages communicated over the Internet which include both a customer telephone number and a telephone number corresponding to at least one customer service representative.

In conclusion as to representative claim 1, the Examiner has failed to cite any reference **where a system receives a message over the Internet including both a telephone number corresponding to a user and a telephone number corresponding to at least one customer service representative.** Accordingly, alone or in combination, the applied references fail to teach, disclose, or suggest the subject matter of claim 1. Therefore, it is respectfully submitted that claims **1, 2, 4, 5, and 8-22** are patentable over the prior art of record, whether the references are considered

alone or in combination, and that the Examiner's rejection is therefore in error and should be overruled or withdrawn.

3. The Rejection of Claims 3, 6, and 7 (Group II) under 35 U.S.C. 103(a) For Obviousness Should be Overruled and/or Withdrawn

For clarification purposes, claims 1 and 2 are included here as background to representative claim 3, as claim 3 depends from claims 1 and 2:

Claim 1 - A method of providing customer service to a user of the Internet, the method comprising the steps of:
receiving a message, originating from a computer located at a user premise, over the Internet representing a request for a call from a customer service representative, said message including a telephone number corresponding to said user and a telephone number corresponding to at least one customer service representative; and
operating, in response to said received message, calling equipment to establish a call between said user and a customer service representative.

Claim 2 - The method of claim 1, wherein said telephone number corresponding to at least one customer service representative is one of a telephone number of a customer service center and a telephone number of a customer agent.

Claim 3 - The method of claim 2, further comprising, prior to said step of receiving a message:
operating said computer located at a user premise to **obtain said telephone number corresponding to at least one customer service representative from a Web page.**

Because representative claim 3 of Group II is dependent on claim 1, all of the arguments presented above apply equally to claim 3. Additionally, however, claim 3 has the further limitation of stating that the customer agent telephone number is

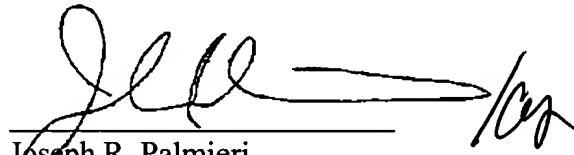
received by the computer at a customer's location **from a Web page**. This limitation further differentiates Applicant's invention from the cited references and renders claim 3 patentably distinct from the claims of Group I.

The Examiner has failed, with regard to either of the applied references, to identify operating a computer to obtain said telephone number corresponding to at least one customer service representative which is then included in a message with a user telephone number sent over the Internet **from a Web page**. Even given a reference in Smith et al. to a customer wishing to contact a preferred agent, not only is there no reference to using an agent's telephone number in a message, but there is no teaching or implication of receiving such a number via a Web page.

In conclusion, the Examiner's inherency arguments with respect to claim 1 based on Bateman et al. do not apply to the further limitation of claim 3 **that the agent's telephone number is received by customer's computer from a Web page** and there is nothing in the Smith et al. reference which suggests this feature of the claim. Accordingly, even if combined the references would not render obvious the claimed invention. Therefore, it is respectfully submitted that claims **3, 6, and 7** are patentable over the prior art of record and that the Examiner's rejection is in error and therefore be overruled or withdrawn.

Respectfully submitted,

August 30, 2004



Joseph R. Palmieri
Reg. No. 40,760

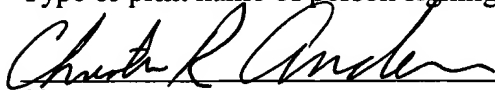
Verizon Corporate Services Group Inc.
600 Hidden Ridge Drive
Mail Code: HQE03H14
Irving, Texas 75038
(972) 718-4800

CERTIFICATE OF FIRST CLASS MAILING

I hereby certify that this paper (and any accompanying paper(s)) is being sent via First Class Mail postage prepaid to the United States Patents and Trademark Office, addressed to Mail Stop Appeal Brief - Patents, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.

Christian Andersen

Type or print name of person signing certification



Signature

August 30, 2004

Date

Appendix A

COPY OF CLAIMS INVOLVED IN THE APPEAL

1 Claim 1 (previously presented): A method of providing customer service to a user of
2 the Internet, the method comprising the steps of:

3 receiving a message, originating from a computer located at a user
4 premise, over the Internet representing a request for a call from a customer service
5 representative, said message including a telephone number corresponding to said user
6 and a telephone number corresponding to at least one customer service representative;
7 and

8 operating, in response to said received message, calling equipment to
9 establish a call between said user and a customer service representative.

1 Claim 2 (previously presented): The method of claim 1, wherein said telephone
2 number corresponding to at least one customer service representative is one of a
3 telephone number of a customer service center and a telephone number of a customer
4 agent.

1 Claim 3 (previously presented): The method of claim 2, further comprising, prior to
2 said step of receiving a message:

3 operating said computer located at a user premise to obtain said telephone
4 number corresponding to at least one customer service representative from a Web
5 page.

1 Claim 4 (previously presented): The method of claim 2 3, wherein the message from
2 said user further includes desired contact time information.

1 Claim 5 (original): The method of claim 4, wherein the message from said user
2 further includes web page information.

1 Claim 6 (original): The method of claim 3, wherein the message from said user
2 further includes a business identifier.

1 Claim 7 (original): The method of claim 6, wherein the message from said user
2 further includes customer service representative information.

1 Claim 8 (original): The method of claim 1, wherein said conference equipment
2 includes an intelligent peripheral device, and
3 wherein said step of operating calling equipment includes:
4 operating the intelligent peripheral device to initiate a
5 first call to said user using the first telephone number;
6 operating the intelligent peripheral device to initiate a
7 second call to said customer service representative using the second
8 telephone number; and
9 operating the intelligent peripheral device to bridge the
10 first and second calls.

1 Claim 9 (original): The method of claim 1,
2 wherein said calling equipment is a telephone switch, and
3 wherein said step of operating calling equipment includes:
4 operating the telephone switch to initiate a first call to said user using
5 the first telephone number;
6 operating the telephone switch to initiate a second call to said
7 customer service representative using the second telephone number; and
8 operating the telephone switch to bridge the first and second calls.

1 Claim 10 (original): The method of claim 1, further comprising the steps of:
2 assigning, in response to the received message, one of a plurality of
3 customer service representatives to service said user; and

4 sending information associated with said user to a computer system
5 associated with the assigned customer service representative.

1 Claim 11 (original): The method of claim 10, wherein sending information
2 associated with said user includes:
3 transmitting said information over the Internet to the computer system
4 associated with the assigned customer service representative.

1 Claim 12 (original): The method of claim 10, wherein sending information
2 associated with said user includes:
3 transmitting said information over a local area network to the
4 computer system associated with the assigned customer service representative.

1 Claim 13 (original): The method of claim 10, further comprising the step of:
2 receiving sales information from the customer service representative.

1 Claim 14 (original): The method of claim 13, wherein the computer associated with
2 the customer service representative is located at the customer service representative's
3 residence.

1 Claim 15 (original): The method of claim 13, further comprising the step of:
2 supplying, over the Internet, to a computer system associated with said
3 user a web page including a button which can be activated to initiate the transmission
4 of a call request message over the Internet.

1 Claim 16 (previously presented): A method of using a computer coupled to the
2 Internet, the method comprising:

3 operating the computer to retrieve from the Internet a web page
4 including a button which can be activated by a user of the computer to request a call
5 from a customer service representative;
6 operating the computer to display said web page to said user;
7 operating the computer to detect activation of said button by the user;
8 and
9 in response to activation of said button,
10 i. generating a call request message, said call request message
11 including a first telephone number corresponding to said user and a
12 second telephone number corresponding to at least one customer
13 service representative; and
14 ii. transmitting the call request message over the Internet.

1 Claim 17 (previously presented): The method of claim 16,
2 wherein the step of transmitting the call request message is performed
3 as a function of an address information obtained from said web page.

1 Claim 18 (original): The method of claim 17, wherein generating a call request
2 message further includes:
3 incorporating into the call request message, web page information
4 obtained from the web page and desired contact time information.

1 Claim 19 (original): The method of claim 18, wherein generating a call request
2 message further includes:
3 incorporating into the call request message customer service
4 representative information.

1 Claim 20 (original): The method of claim 19, wherein the customer service
2 representative information includes a customer service telephone number.

1 Claim 21 (previously presented): A method of operating telephone equipment, the
2 method comprising the steps of:
3 receiving from a computer system located at a customer premise, a
4 message transmitted using TCP/IP including call set-up information, the set-up
5 information including a telephone number of a customer and a telephone number of a
6 customer service representative,
7 operating the telephone equipment to establish a first call with the
8 customer;
9 operating the telephone equipment to establish a second call with the
10 customer service representative; and
11 bridging the first and second calls.

1 Claim 22 (original): The method of claim 21, wherein the first call is established
2 prior to the second call, the method further comprising the step of:
3 playing the customer a message while establishing the second call.

Claims 23-29 (canceled)



Patent
Attorney's Docket No. 00-V22.39

GAFFIZW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of)
)
Craig L. REDING, Suzi LEVAS) Group Art Unit: 2642
)
Application No.: 09/596,466) Examiner: Hector A. Agdeppa
)
Filed: June 19, 2000)
)
For: METHODS AND APPARATUS)
FOR PROVIDING TELEPHONE)
SUPPORT FOR INTERNET SALES)

APPEAL BRIEF TRANSMITTAL LETTER

Commissioner For Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Enclosed is a reply for the above-identified patent application.

A Petition for Extension of Time is also enclosed.

- ☐ A Terminal Disclaimer and a check for ☐ \$55.00 ☐ \$110.00 to cover the requisite Government fee are also enclosed.
- ☐ Applicant(s) request continued examination under 37 C.F.R. § 1.114 and enclose the ☐ \$385.00 ☐ \$770.00 fee due under 37 C.F.R. § 1.17(e).
- ☐ Applicant(s) previously submitted _____, on _____, for which continued examination is requested.
- ☐ A request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) is also enclosed.

- ☒ No additional claim fee is required.
- ☐ An additional claim fee is required, and is calculated as shown below:

AMENDED CLAIMS					
	No. of Claims	Highest No. Of Claims Previously Paid For	Extra Claims	Rate	Additional Fee
Total Claims	29	29	0	x \$18.00 =	00.00
Ind. Claims	5	5	0	x \$ 86.00 =	00.00
If Amendment adds multiple dependent claims, add \$280.00					
Total Amendment Fee					00.00
If Small entity status is claimed, subtract 50% of Total Amendment Fee					
TOTAL ADDITIONAL FEE DUE FOR THIS AMENDMENT					00.00

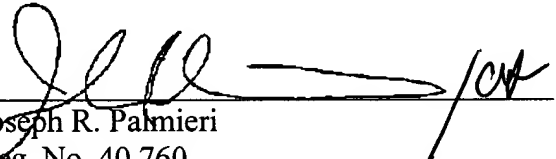
- ☐ A claim fee in the amount of \$ _____ - is enclosed.
- ☒ Charge \$ 330 for filing a Brief in Support of an Appeal to Deposit Account no. 07-2347.

Please charge any shortage in fees due in connection with the filing of this paper, including extension of time fees, to Deposit Account No. 07-2347 and please credit any excess fees to such deposit account.

The Commissioner is hereby authorized to charge any other appropriate fees that may be required by this paper that are not accounted for above, and to credit any overpayment, to Deposit Account No. 07-2347.

Respectfully submitted,

By: _____


Joseph R. Palmieri
Reg. No. 40,760

Verizon Corporate Services Group Inc.
600 Hidden Ridge Drive
Mail Code: HQE03H14
Irving, Texas 75038
Customer Number: 32127

Date: August 30, 2004